

Division of Amenities and Transportation Services (DATS)

Report of Investigation

Investigation by: John Crawford, Concessions Specialist

Date of Report: Thursday, December 19, 2019

Date of Incident: Thursday, December 19, 2019

Location of Incident: Bldg. 35 Cafeteria

Complainant:

(b)(6); Contractor Info; Name of Non-Key [redacted] pm

Complaint Summary: On Thursday, December 19, at approximately 2:00PM, the Eurest Quality Assurance Specialist, (b)(6); Contractor [redacted] emailed the NIH Food & Retail team to report a customer reported being ill to the Building 35 manager (b)(6); Name of [redacted] around 1:00 PM on Thursday, December 19, 2019. The customer, (b)(6); Contractor [redacted] stated she felt ill after her meal and purchased (and presumably consumed) from the Building 35 Cafeteria around 11:00 AM. Her meal consisted of a salad consisting of shredded carrots, grape tomatoes, cucumbers and sliced beets. The customer said she was unsure if it was from those items or something she had eaten earlier.

Investigative Actions:

Thursday, December 19, 2019:

1. (b)(6); Contractor [redacted] manager of the 35 cafeteria, was informed by the customer of the issue. He, in turn, notified (b)(6); Contractor [redacted] Eurest Q.A.) of the incident and (b)(6); [redacted] informed the food team via email.
2. (b)(6); [redacted] and Tameika Kastner, DOHS food safety officer, reached out to the customer and made contact with the customer on Thursday December 19, 2019 at 5:00 PM.
3. Tameika requested shipping and purchase records for the items she consumed on the salad bar. On Friday December 20, 2019 Tameika picked up samples from the cafeteria of the raw ingredients.

Next steps performed by Contractor:

1. DOHS is looking for contaminants in the samples. It seems unlikely that the illness was caused by the salad as most foodborne illnesses require longer than a two-hour incubation time. Also, if the salad bar was the source there would be multiple complaints from other customers.
2. No other steps are necessary at this point.

Summation: